

Management Notice



American Embassy, New Delhi

NO.: 15-271

DATE: November 9, 2015

FROM: Craig Cloud – Minister Counselor for Management Affairs

TO: All New Delhi Americans

SUBJECT: Vacancy Announcement – Re-advertisement

OPEN TO: U.S. Citizen - Eligible Family Members (USEFMs), Eligible Family Members (EFMs), and Members of Household (MOH) – All Agencies and U.S. Citizens

POSITION: Program Communications Specialist, USAID/India
(Resident-Hire U.S. Personal Services Contract), GS - 13

OPENING DATE: November 9, 2015

CLOSING DATE: November 24, 2015

WORK HOURS: Full-time; 40 hours/week

SALARY: GS-13 equivalent (Market range \$ 73,115 to \$ 95,048)
Salary to be paid within this grade depending on the experience, qualifications, and salary history.

LENGTH OF HIRE: Two years with the possibility of extension

ALL APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

ALL APPLICANTS WHO APPLIED EARLIER FOR THIS POSITION AGAINST THE MANAGEMENT NOTICE 15-194 DATED AUGUST 10, 2015 NEED NOT RE-APPLY AGAIN AS THEIR APPLICATION WILL BE CONSIDERED UNDER THIS VACANCY ANNOUNCEMENT.

The U.S. Embassy in New Delhi is seeking an individual for the position of Program Communications Specialist (Resident-Hire U.S. Personal Services Contract) for USAID/India.

BASIC FUNCTION OF POSITION

The position is located in USAID/India's Program Support Office. The incumbent reports to the Program Support Office Director or his/her designee. The incumbent coordinates closely with the Embassy's Public Affairs Section (PAS) in close collaboration with Indian and American colleagues. USAID's public engagement activities with the U.S. Embassy Public Affairs Section involve the Embassy Information Officer (IO) and the PAS Minister Counselor. Together, the PS Office and PAS execute public outreach to Indian and American audiences.

The position involves extensive writing, editing, and use of social media. The incumbent drafts, edits, and/or clears internal USAID communications for submission to the USAID Mission Director, U.S. Ambassador, the Deputy Chief of Mission, and other senior Embassy officials.

The incumbent also supports USAID/India Technical Offices to advance access to quality services including health care, education, clean water and sanitation and clean energy as well as with the Food Security Office and Center for Innovation and Partnership which support a range of programs including Triangular Cooperation with the Government of India (GOI) and Gender Equality/Female Empowerment. The incumbent provides assistance to the Mission's Development Objective teams which work primarily in USAID/India's four priority sectors: health, global climate change, food security, and education. S/he guides and collaborates with USAID/India staff to ensure new or amended projects and activities follow USAID and Mission-specific processes and requirements for branding and impact evaluation.

The PS Office Communications Division also ensures that Embassy personnel, including senior staff, are apprised of USAID activities and achievements (and that USAID is informed of Embassy activities to advance the USG's foreign policy objectives). S/he facilitates USAID/India communications with the Bureau of Legislative and Public Affairs (LPA) and other outreach and communication staff in USAID/Washington.

The incumbent also provides guidance and support to foster knowledge management, organizational learning and adaptation across all sectors in which USAID/India implements its strategic programs. S/he develops products that meet the information needs of Mission management and provides information, including short research projects that enable the Mission to effectively manage for results. S/he helps to coordinate the preparation of major reports on USAID/India's development efforts.

Major Duties and Responsibilities include:

- 1) Writing and Results Reporting
- 2) Communications Unit Development and Strategic Planning
- 3) Public Events and Visitors

- 4) Development Impact
- 5) Organizational Learning and Adaption

A copy of the complete position description listing all duties and responsibilities is available on USAID/India website <http://www.usaid.gov/india/careers>. It can also be obtained from the USAID India Human Resources Division (Contact: Vandana Sharma, Human Resources Specialist at Ext. 8117 or e-mail: vsharma@usaid.gov)

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **Education:** Minimum bachelor's degree is required.
2. **Prior Work Experience:** Three years of progressively responsible experience involving areas such as international development, writing, outreach, journalism, communications, or a related field.
3. **Language Proficiency:** Fluency (Level IV) in written and oral English communication skills are required.
4. **Knowledge:** The incumbent must speak and write English fluently, have excellent knowledge of English grammar and American word usage and spelling. The incumbent must have demonstrated writing and editorial experience. The incumbent must have an understanding of how various social media platforms, including Facebook and websites function. The incumbent must possess an understanding of and experience with international development issues. S/he must have mastery of, or ability to use, diverse computer software to produce on-line and print communications materials, including MS Word, MS PowerPoint, MS Excel, and a photo editor and graphic illustrator along with some understanding of a web content management application.
5. **Skills and Abilities:** The incumbent must be conversant with the important terminology, concepts and organizations associated with international development work. Knowledge of India and the Asia region is highly desirable. S/he must be a superb writer, skilled at editing, and possess solid research skills. S/he must possess a strong ability to function in a diverse environment, requiring tact and sound judgment, and be sensitive to cultural norms. S/he must be able to work as an integral member of a fast-paced team, with a minimum of supervision and a keen ability to handle interactions with colleagues, media representatives (in coordination with PAS), high-level visitors, and senior officials with maturity and confidence. The incumbent must be able to manage multiple tasks, be highly organized, and meet deadlines, have strong interpersonal skills, and be capable of working with multidisciplinary teams in a fast-paced environment. S/he should be a self-starter, detail-oriented, and a creative problem solver.

Note: This position is under a resident-hire U.S. Personal Services Contract with limited fringe benefits.

SELECTION PROCESS

After the closing date for receipt of applications, a committee will be convened to review applications and evaluate them in accordance with the evaluation criteria. Applications from candidates which do not meet the required selection criteria will not be scored. As part of the selection process, finalist candidates may be interviewed either in person or by telephone at USAID's discretion. Reference checks will be made only for applicants considered as finalists. If an applicant does not wish USAID to contact a current employer for a reference check, this should be stated in the applicant's cover letter, and USAID will delay such reference check pending communication with the applicant. Only finalists will be contacted by USAID with respect to their applications. The selected candidates for this position must obtain a "Secret" level clearance within a reasonable period of time (USAID will provide details regarding this clearance to the selected candidate) from USAID/Washington's Office of Security. A substantial delay in obtaining the required clearance will make the applicant ineligible for selection.

USAID/India expects to award a personal services contract for a two-year period commencing as early as practically possible subject to security and medical clearances and funds availability. The duty post for this contract is New Delhi, India.

Evaluation factors:

- a) Demonstrated high level writing and verbal communication skills, as well as computer skills (to be tested during the interview process). (25 points)
- b) Demonstrated high level analytical, organizational, and creative thinking skills. (25 points)
- c) Depth and relevance of prior experience designing, planning and executing projects. (25 points)
- d) Interpersonal skills and ability to supervise staff and work flows, work as a team member with diverse colleagues, and provide leadership in areas of competency. (25 points)

Total = 100 points

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. The candidate must be able to obtain and hold a "Secret" level security clearance.

3. The first 90 calendar days of the employment will be treated as probationary period. While on probationary period, the employee will not be eligible to apply for another position.

TO APPLY

Interested candidates for this position should click the link below to access the application form:

<https://www.usaid.gov/sites/default/files/documents/1861/USPSC%20Application%20Form%20-%20Cover%20Form%20and%20Form%20AID%20302-3.docx>

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-0214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

SUBMIT APPLICATION TO

Submit print copies of applications to:

Human Resources
United States Agency for International Development
U.S. Embassy
Shantipath, Chanakyapuri
New Delhi – 110 021

Or

Electronic Submission to: indiaper@usaid.gov

POINT OF CONTACT

Mr. Yashwant Kumar Kainth, Executive Officer

Telephone: 91-11-2419-8542

CLOSING DATE FOR THIS POSITION: November 24, 2015 COB 17:00 hrs

The U.S. Mission in New Delhi provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Attachment:

Tab: Position Description

Tab: POSITION DESCRIPTION: Program Communications Specialist, (Resident-Hire U.S. Personal Services Contract), GS - 13

PLACE OF PERFORMANCE: USAID/India, U.S. Embassy, New Delhi, India

POSITION TITLE OF DIRECT SUPERVISOR: Program Support Office Director

SECURITY CLEARANCE REQUIREMENT: Secret

PERIOD OF PERFORMANCE: Two years

Introduction and Background:

The USAID/India Program Communications Specialist supports strategic planning, project implementation and far-reaching knowledge of program impact by developing and executing a Mission-wide communications and outreach strategy in collaboration with Technical Offices, Foreign Service National staff, and members of the U.S. Government Interagency Team. S/he engages a diverse community of development practitioners, beneficiaries, government and non-government officials to elevate public knowledge of U.S.-India development collaboration. S/he participates actively in Agency-wide and broader USG public diplomacy efforts. S/he offers communications advice and provides guidance to USAID staff, formulates and executes communications strategic plans, and coordinates a range of communications activities to inform Indian, American, and global audiences of USAID/India development activities and achievements. S/he also advances the USAID/India communications strategy to enable the Mission to more effectively manage for results, and occasionally provides project and activity design expertise to USAID/India staff.

Basic Functions of the Position:

The position is located in USAID/India's Program Support Office (PS). The incumbent reports to the Program Support Office Director or his/her designee. The incumbent coordinates closely with the Embassy's Public Affairs Section (PAS) in close collaboration with Indian and American colleagues. USAID's public engagement activities with the U.S. Embassy Public Affairs Section involve the Embassy Information Officer (IO) and the PAS Minister Counselor. Together, the PS Office and PAS execute public outreach to Indian and American audiences.

The position involves extensive writing, editing, and use of social media. The incumbent drafts, edits, and/or clears internal USAID communications for submission to the USAID Mission Director, U.S. Ambassador, the Deputy Chief of Mission, and other senior Embassy officials.

The incumbent also supports USAID/India Technical Offices to advance access to quality services including health care, education, clean water and sanitation and clean energy as well as with Food Security Office and Center for Innovation and Partnership which support a range of programs including Triangular Cooperation with the Government of India (GOI) and Gender Equality/Female Empowerment. The incumbent provides assistance to the Mission's

Development Objective teams which work primarily in USAID/India's four priority sectors: health, global climate change, food security, and education. S/he guides and collaborates with USAID/India staff to ensure new or amended projects and activities follow USAID and Mission-specific processes and requirements for branding and impact evaluation.

The PS Office Communications Division also ensures that Embassy personnel, including senior staff, are apprised of USAID activities and achievements (and that USAID is informed of Embassy activities to advance the USG's foreign policy objectives). S/he facilitates USAID/India communications with the Bureau of Legislative and Public Affairs (LPA) and other outreach and communication staff in USAID/Washington.

The incumbent also provides guidance and support to foster knowledge management, organizational learning and adaptation across all sectors in which USAID/India implements its strategic programs. S/he develops products that meet the information needs of Mission management and provides information, including short research projects that enable the Mission to effectively manage for results. S/he helps to coordinate the preparation of major reports on USAID/India's development efforts.

Major Duties and Responsibilities:

Key duties and responsibilities of this position are as follows:

1) Writing and Results Reporting 40%

The incumbent writes, edits, and works as part of a fast-paced team to develop and disseminate internal and external communication products and reports about USAID/India's development efforts. These products and reports include, but are not limited to: Communications products to advance the USAID health, education, Water, Sanitation and Hygiene (WASH), clean energy, environmental, Triangular Assistance and Gender Equality/Female Empowerment programs; the annual Operational Plan, annual Performance Plan and Report, and the Annual Performance Report for the President's Emergency Plan for AIDS Relief. S/he works with all offices to help define and describe measurable impact and tell a human story through products that provide an accurate and compelling picture of USAID/India's strategy, portfolio, and achievements. This involves ensuring that these products and reports are submitted within their deadlines and contain the required detail, data, and well-written narratives that are congruent with one another, and correct grammar and formatting. Contributes to public diplomacy beyond USAID/India by collaborating with USAID/Washington and coordinating closely and frequently with senior U.S. Embassy public affairs personnel to meet related, broader U.S. foreign policy objectives.

2) Communications Unit Development and Strategic Planning 20%

a) Proactively supports the PS Office Communications Division Team Lead to design and disseminate public information products, write, coach technical experts on effective narrative, provide edits, filter written work for appropriate messages, and ensure that USAID communication products meet the highest quality standards.

b) Ensures content and quality control on all print and electronic public information materials – including social media platforms, the external website, videos, organizational brochures and information packets, briefing books, etc.

c) In close collaboration with the communications specialists, senior PAS staff and USAID/Washington outreach and communications staff, the incumbent prepares and/or updates a monthly and quarterly communications strategy, identifying objectives, messages, audiences, and products.

d) Advises USAID/India senior management on messaging and program image development.

e) The incumbent translates complex messages and technical information into understandable, meaningful terms for a variety of audiences, both American and Indian. S/he is the editorial director of all published and electronic materials – including information brochures, special publications, social media platforms, the USAID/India website, etc. in close collaboration with the PS Communications Division Director. The incumbent may oversee the work of graphic designers, writers, photographers and other professionals to carry out assigned tasks. S/he ensures that vendor tasks are completed in a cost effective, high quality and timely manner.

S/he is the primary liaison to PAS, working closely with senior PAS staff – including the Minister-Counselor when appropriate – to generate media coverage of India-U.S. development collaboration and USAID/India activities. This may include drafting press releases and preparing for interactions with Indian and American journalists.

3) Public Events and Visitors

20%

The incumbent supports activities to present USAID/India programs to the public or VIP visitors. This may include a range of communications tools and distribution to a variety of audiences. The incumbent oversees the production of briefing materials and trouble-shooting during VIP visits. S/he ensures that all event information (scheduling memos, briefing memos, scene setters, talking points, speeches, etc.) have been prepared, meeting quality standards and time requirements, for project site visits or events that involve the Ambassador, Deputy Chief of Mission, USAID Mission Director or USAID Deputy Mission Director. S/he coordinates and consults with technical offices and the USAID/India Mission Director or Deputy Mission Director on project signing ceremonies or other milestone events – including finalizing press releases, ensuring logistics are handled, etc.

4) Development Impact

10%

The incumbent provides assistance with designing projects and activities to the Mission's Development Objective teams which work primarily in USAID/India's four priority sectors: health, global climate change, food security, and education. S/he guides and collaborates with USAID/India staff to ensure new or amended projects and activities follow USAID and Mission-specific processes and requirements for design and formal approval. S/he contributes to the narrative design of strategies, new activities, unsolicited proposals, activity amendments and related statements of work. S/he convenes and frequently leads meetings as needed to address impact definition and communication issues, preparing agendas and minutes as required.

5) Organizational Learning and Adaptation

10%

The incumbent provides guidance and support to foster knowledge management, learning and data collection systems for developing strong narratives across all sectors in which USAID/India implements programs. S/he advance USAID knowledge management and learning opportunities to ensure the effective sharing and application of learning in areas of keen interest across the portfolio. These areas can include, but are not limited to, local capacity development, the formation and management of multi-partner alliances, public-private partnerships, coordination with other donors, and the alignment of USAID's programs with major Government of India initiatives. S/he develops and refines processes and practices to support USAID staff in engaging with implementing partners, civil society, academic and research institutions, other donor agencies, and the Government of India. S/he plans, establishes, and directs a range of organizational interventions to enhance learning and adaptation that advance USAID/India's five-year strategy. These interventions engage people both within and outside of USAID and can include special studies, After Action Reviews, implementing partner and stakeholder meetings, organizational learning surveys, and on-line engagements.

A. QUALIFICATIONS/SELECTION CRITERIA

Education: Bachelor's Degree required.

Job Knowledge: The incumbent must speak and write English fluently, have excellent knowledge of English grammar and American word usage and spelling. The incumbent must have demonstrated writing and editorial experience. The incumbent must have an understanding of how various social media platforms, including Facebook and websites function. The incumbent must possess an understanding of and experience with international development issues. S/he must have mastery of, or ability to use, diverse computer software to produce on-line and print communications materials, including MS Word, MS PowerPoint, MS Excel, and a photo editor and graphic illustrator along with some understanding of a web content management application.

Skills and abilities: The incumbent must be conversant with the important terminology, concepts and organizations associated with international development work. Knowledge of India and Asia region is highly desirable. S/he must be a superb writer, skilled at editing, and possess solid research skills. S/he must possess a strong ability to function in a diverse environment, requiring tact and sound judgment, and be sensitive to cultural norms. S/he must be able to work as an integral member of a fast-paced team, with a minimum of supervision and a keen ability to handle interactions with colleagues, media representatives (in coordination with PAS), high-level visitors, and senior officials with maturity and confidence. The incumbent must be able to manage multiple tasks, be highly organized, and meet deadlines, have strong interpersonal skills, and be capable of working with multidisciplinary teams in a fast-paced environment. S/he should be a self-starter, detail-oriented, and a creative problem solver.

Prior Work Experience: Three years of progressively responsible experience involving areas such as international development, writing, outreach, journalism, communications, or a related field. Prior experience in an organization or company working on international development is desirable. Prior experience with the design of international development projects is also highly desirable.

Language proficiency: Fluency (Level IV) in written and oral English communication skills are required.

B. KEY POSITON ELEMENTS

Supervision Received: The incumbent reports to the PS Office Director or his/her designee.

Exercise of judgment: Exercises sound judgment in sensitive situations and in dealing with USAID colleagues, Embassy counterparts, the news media (in coordination with PAS), partners, and vendors, and GOI officials.

Nature, level and purpose of contacts: The incumbent has frequent interaction with USAID/India office directors, the USAID/India Mission Director and Deputy Mission Director, senior officials in other Embassy sections, technical staff, partners, government officials, and donor agencies. S/he is the primary Mission coordinator with the Embassy's Information Officer and senior PAS staff, including the PAS chief. S/he develops and maintains close working relationships with USAID/Washington. The purpose of these contacts is to implement the Mission Communications Strategy, achieve Mission outreach goals, obtain the information necessary to fulfill USG reporting requirements, and foster learning and adaptation across all sectors in which USAID/India implements programs.

Level of complexity: Duties are varied and require application of methods to a broad range of problems or situations with substantial depth of analysis. The incumbent will need to respond to pervasive shifts in India's media trends, as well as frequent revisions to USG and USAID regulations and guidelines. S/he will need to have thorough training and progressively responsible experience in the assigned field(s) of activity, and the ability to analyze and to adapt prior knowledge and experience to meet requirements imposed by country and Mission conditions. The incumbent must demonstrate initiative, resourcefulness, and the ability to independently perform work of considerable difficulty, complexity and responsibility.

Post-entry training: The incumbent will receive on-the-job training on established USAID procedures, regulations, and policies governing Mission interaction with the media, implementing partners, other USG agencies, etc. The Specialist will attend the following as appropriate, subject to course offerings and the availability of funds: USAID regional and global Development Outreach and Communications workshops; training courses directly related to project design; training courses regarding the preparation of documentation for results reporting; and trainings or workshops involving learning and adaption.

Available guidelines: The incumbent must remain familiar with the USAID ADS, AIDAR,

FAR, Mission Orders, USAID/Washington Bureau and LPA outreach guidance, and established USAID/India and Program Office procedures and regulations; and, media and communications papers prepared by USAID/Washington and the Department of State.

Authority to make commitments: The incumbent may make administrative arrangements consistent with ADS guidance and Mission policy, and take action and establish priorities based on available guidelines and professional judgment. Guidance is sought when needed, and superiors informed of activity status. Within the scope of the authority delegated, the incumbent negotiates outreach and communications activities with counterparts in the Mission and the US Embassy.

Time required to perform full range of duties after entry into the position: One year.

Note: This position is under a resident-hire U.S. Personal Services Contract with limited fringe benefits.

C. MEDICAL AND SECURITY CLEARANCES

The selected applicant must be able to obtain USG security and medical clearances. The incumbent must obtain an USG employment authorization clearance. For medical clearances, the incumbent must have a Department of State medical clearance for India.

This is a complete and accurate description of the duties and responsibilities of this position.